Service description of
Arrow Cloud Object Storage for Backup

Version 2.0, 2024

ARROW

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Section 1: Description of the product

Arrow Cloud Object Storage for Backup is a storage service designed to keep customer's data safely stored in a cost-effective, flexible, and scalable cloud-based solution and offers an extra layer of protection when activating the immutability feature.

Arrow Cloud Object Storage for Backup is managed through a simple-to-use web portal. Acquire the service in ArrowSphere and hereafter you'll receive a welcome email with credentials. Hereafter it is possible to access the web portal to generate storage buckets. Choose the customer, create a storage account, and select an IBM datacentre location for your buckets. If needed, add the immutability feature, and the storage bucket will now instantly be added in IBM Cloud and available to add as a bucket in the customers backup software. The access keys will be displayed in the management portal.

Arrow Cloud Object Storage for Backup data is safeguarded in IBM datacentres, making it possible to restore needed data from backup copies with long retention globally.

Arrow Cloud Object Storage for Backup is designed to support any S3 storage accessible backup software or SaaS with a BYOS option. With or without the immutability feature enabled, the service preserves the data and protects against data loss occurring from accidental deletion, malicious intent, cyber-criminals, and other actions occurring in bad faith.

If the immutability feature is enabled in your backup software, data is prohibited from deletion in the chosen immutability retention time. The data is however still viewable and can be restored from the backup software.

To setup the backups and restore data from the service the customer needs their own backup software and have it connected to the bucket. The immutability feature must be selected at the same time as the bucket IBM datacentre location is selected. It is not possible to add the feature to a bucket after it have been created.

In addition to the definitions in the agreement the following additional definitions shall apply:

Partner	The company who is entering into the agreement with Arrow.
Customer	A business who purchases the service from the partner, also referred to as an end user in the agreement.
User	Anyone who in each case is permitted by the customer to use the service and who may be granted access to the portal.
Immutability	Secures data from being deleted in the chosen immutability retention period. Immutability is based on the WORM (Write Once Read Many) terminology.
ArrowSphere	A portal provided by Arrow and used by the partner or nominated third party provider for managing the service with functionality including but not limited to placing of orders for licences.
Arrow or supplier	Arrow Enterprise Computing Solutions Limited having its principal place of business located at Nidderdale House, Beckwith Knowle, Otley Road Harrogate, North Yorkshire, HG3 1SA.
Anycloud	The Arrow sub-contractor who manages the operations and developments of the Arrow Cloud Object Storage for Backup service with IBM.
Backup	Customer data which is stored in the service for the selected retention period.

Customer data	Any data, text, drawings, diagrams, images, or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical, or tangible media and stored in the customer's specific instances VM´s.
IBM Cloud	Is used in the service and comprises cloud storage endpoint for backups, fully managed by Anycloud and Arrow.
BYOS	'Bring Your Own Storage', used for backup services that support adding your own storage.
Incident	Any reported event which is not part of the standard operation of the service, and which causes disruption to or a reduction in the quality of the service.
Retention period	The amount of time each selected backup is stored for within the service.
TB	Tera Byte is the minimum buckets storage size term.
Bucket	The storage purchased and made available for the backup data.
Storage accounts	Is the accounts created by the customers to organize bucket setup for larger enterprises and larger departments.

1.0 Delivery models
The partner can choose to manage the service:
a)   On behalf of customers.
b)   Provide customers access to self-service functionality.

Partner Managed
The partner has access to a consolidated dashboard in the web portal presenting all their customers allowing for simplified setup and management.

Customer Managed
Customers will have direct access to the web portal to setup and monitor their buckets size.

The following modules are available to the partner to manage the service. Access to these modules can be controlled through the portal at any time to allow or remove a customer or user access to the features described.

Administrator Module
The administrator module is available to the partner and can in addition be made available to customers. The key features of the module include the following:

- Creating new buckets.
- Add new administrators and portal users
- All activities are logged.
- Monitor buckets consumption.
- Multiple users can by email receive status on consumption.
- Global IBM datacentre locations can be chosen for the backup data.

1.1 Administrative roles in Arrow Cloud Object Storage for Backup
The partner is the only one to have access to the portal.

1.2 Underlying Technology
The service is built using IBM Cloud storage to provide highly resilient backup buckets.

1.3 Certification

Data security is the priority, and the service is delivered in multiple IBM datacentres across the globe, which are all minimum tier-3 datacentres. IBM Cloud Object Storage offers flexible scalability with 99.99% data durability. This also ensures datacentres have multiple paths for power and cooling, including redundant systems that allow maintenance without the services being offline. IBM Cloud Object Storage is certified for ISO 27001, ISO 27017, and ISO 27018.

IBM Cloud Object Storage and IBM datacentres are certified for SOC 1 Type 2, SOC 2 Type 2, and SOC 3. Furthermore, the EU datacentres are all GDPR compliant.

Arrow shall maintain certifications and authorizations containing requirements corresponding and applying to those certifications and authorizations set forth in this present section and compliance with the partner's policies.

1.4 Datacenter locations

Customer data can be stored in different IBM datacentre locations in the following regions: AMERICA/EMEA/APAC

Datacenter	Regional	Single	Immutability	Climate friendly site
Australia, Sydney	✓		🔒	
Brazil, Sao Paolo	✓		🔒	
Canada, Toronto	✓		🔒	
Canada, Montreal		✓		
France, Paris		✓		
Germany, Frankfurt	✓		🔒	
India, Chennai		✓	🔒	
Italy, Milan		✓		
Japan, Osaka	✓		🔒	
Japan, Tokyo	✓		🔒	
Netherlands, Amsterdam		✓		
Singapore		✓		
Spain, Madrid	✓		🔒	🍃
United Kingdom, London	✓		🔒	
USA, California, San Jose		✓		
USA, Texas, Dallas	✓		🔒	
USA, Washington D.C.	✓		🔒	

Regional site:

Storage buckets created in a regional site distribute the data across 3 independent IBM Cloud datacenters that are spread across a metropolitan area minimum 10 km apart. Any one of these datacenters can suffer an outage or even destruction without impacting availability.

Single site:

Data stored in single site is distributed in many physical storage appliances and is contained within a single datacenter. Single datacenter buckets do not provide automated backup in the case of an outage or site destruction. However, they do provide wider location options.

Immutability:

Immutability features available, with more locations to come.

Climate friendly site:

IBM datacenters are climate friendly on the carbon footprint. The power used in these datacenters is coming from 100% renewable energy sources.

1.5 Licensing model
The monthly rate for 1 TB of storage is divided by the number of days in the current month to determine the daily rate. Your daily charge is then calculated based on the rounded-up TB used each day per storage account. At the end of each month, we sum up the daily charges to calculate your monthly invoice. It is important to note that each storage account is subject to a minimum usage of 1 TB.

Consumption is added in full TB levels, examples:
• 2.9 TB equals 3 TB invoiced
• 1.4 TB equals 2 TB invoiced
• 0.9 equals 1 TB invoiced
• 0.0 equals 1TB invoiced

Consumption will be invoiced until the service is cancelled. (Other terms see also section 2)

1.6 Customer Data Encryption
Customer data is encrypted with AES-256 bit when at rest in the IBM datacentres.

1.7 Services Included
Storage for backup solutions that supports S3 storage format.

1.8 Backup Schedules
Are set by the customer or the partner on their local backup software.

Section 2: Terms & termination

2.0 TB Purchasing
TB will be added to the account in line with the ongoing daily consumption. Partners will hereafter be invoiced monthly for each customer consumed storage in TB amounts (see 1.6 license model).

2.1 Service Term
There is a minimum of 1 TB per storage account for the service per month. If there is announced a price increase or decrease, it will go into effect the following month.

2.2 Cancellation of the TB use
TB will be considered cancelled when deleted from the buckets.

2.3 Termination of the Service per Customer
In the event of a customer no longer wishes to continue with the service, a full cancellation can be initiated through ArrowSphere. Upon receiving a cancellation request, the subscription will remain active until the end of the current billing cycle, plus an additional 30 days. This grace period is designed to provide our customers with enough time to transition and ensure the continuity of their operations and make sure cancellation was not a mistake.

2.4 Data deletion following the Termination of the Service
In the event of a partner/customer have cancelled the service, the partner/customer account in the portal and their connected buckets will be deleted 7 days after the final termination. During the 7 days delete period no access to portal or buckets is possible but is established to make sure cancellation was not a mistake.

Section 3: Customer obligations

To access the service, the customer must have a S3 compatible backup software.